

# PROVIDER INQUIRER

November 1<sup>st</sup>, 2006

[www.michigan.gov/mdch](http://www.michigan.gov/mdch)

## Tracking Claims with Michigan Medicaid

“Claim status”, tracking claims that have not appeared on a Medicaid remittance advice (RA), is not possible at this time with Michigan Medicaid.

Date of service, patient’s ID, provider’s ID or service rendered are not traceable within our system without the claim reference number assigned to each claim, which appears on the RA.

Currently processing time for paper claims (from time mailed until it should appear on an RA) is 6-12 weeks. Electronic claims (from date submitted by the billing agent/vendor) currently process in 7-14 business days.

Please be aware that Medicaid’s EDI sends an immediate response (called the 997) to your billing agent (BA) on all electronic claims. This electronic response tells your BA whether your claims were *accepted* into our system (which then appear on our RA) or *not allowed* into our system. Even when a batch is accepted, it can contain claims that “drop out” due to errors (front end editing) and these then go to your BA in the form of a paper MP-614 report to tell them which claims were edited and why.

So if you submit electronically please contact your billing agent regarding claims you have not seen processed on a remittance.

Also verify that the provider ID you are using is currently eligible (hasn’t been end dated) and appears in the correct format. For those submitting on a HCFA 1500, that appears in field 33, PIN area as a nine digit number (no spaces, hyphens or slashes), your two digit provider type followed by your seven digit Medicaid assigned provider ID. For those using the UB-92, this appears in field 51 as the two digit provider type followed by a single space, then the seven digit provider ID.

If you have not seen a paper claim appear on an RA after 12 weeks, please resubmit that claim verifying that the address you’re submitting to is correct. The correct address for paper claims (for ALL enrolled providers – in state or out of state) is MDCH, P.O. Box 30043, Lansing, MI 48909.

### Featured Articles

#### Page 1:

- Tracking Claims with Michigan Medicaid

#### Page 2:

- NPI Countdown Column

#### Page 3:

- The CHAMPS Corner

# PROVIDER INQUIRER

November 1<sup>st</sup>, 2006

[www.michigan.gov/mdch](http://www.michigan.gov/mdch)



## NPI Countdown Column



### **It's almost November 15<sup>th</sup>, Have you given Medicaid your NPI yet???**

Medicaid would like all Providers who have their NPI number(s) to report them to Medicaid by **November 15, 2006**. By giving Medicaid your NPI ahead of time, you are helping the testing process and avoiding a potential lapse in payment after the compliance date of May 23, 2007. Medicaid is scheduled to begin internal testing with NPI transactions by January 1, 2007.

To enter your NPI number(s) please log on to the SSO website at: <https://sso.state.mi.us/>. A list of detailed instructions for the SSO is located on the MDCH NPI website.

Medicaid is fully aware of some problems providers are having with the registration process of the SSO system and for that we apologize for any inconvenience. If you are still having problems with the SSO system, please send an email to [npi@michigan.gov](mailto:npi@michigan.gov) with your phone number, NPI, billing ID, provider type and

or Tax number, and we will assist you from there.

Medicaid would also like to thank all of the Providers who have reported their NPI's and extend our thanks to all of you who continue to enter them on a daily basis. We really appreciate your effort in helping us to get ready for testing in January.

If you have not already applied for an NPI number, please do so soon. You can apply online at <https://nppes.cms.hhs.gov/> or call toll free at 1-800-465-3203.

For more information about the NPI, Fact Sheets, and NPI related web links, please log on to the MDCH website at [www.michigan.gov/mdch](http://www.michigan.gov/mdch) >> Providers >> National Provider Identifier.

Any questions that Providers may have can be directed to the Provider Inquiry Unit at 1-800-292-2550 or you can email your NPI questions to [npi@michigan.gov](mailto:npi@michigan.gov).

## **REPORT YOUR NPI TO MEDICAID TODAY!!!**

# PROVIDER INQUIRER

November 1<sup>st</sup>, 2006

[www.michigan.gov/mdch](http://www.michigan.gov/mdch)



The October *Provider Inquirer* mentioned that providers would receive Provider Enrollment Updates in this month's edition. However, the Provider Enrollment updates are going to postpone until the December 2006 article. So please make sure to come back next month for all the updates about the new Provider Enrollment system.

## Training Updates

The first round of the NPI/**CHAMPS** Training is now complete. If you were unable to attend one of the sessions and you would like more information, please visit the **CHAMPS** Update page at [www.michigan.gov/mdch](http://www.michigan.gov/mdch) and then click on the **CHAMPS** logo (as shown above). The presentation is posted with other valuable information about the new **CHAMPS** system.

## Project Updates

The **CHAMPS** system has been broken down into multiple categories, such as Claims and Encounters, Prior Authorization, Provider Enrollment, Benefits Administration, and many more. Each group has many subject matter experts that are helping to design the **CHAMPS** system. Currently some groups are still in the design phases, while other groups are just finishing.

After the design phase will be the next step for all the stages of testing. The testing process will take up many months to make sure the system is working properly. As any new areas are added to the **CHAMPS** system, the Provider Outreach and Education unit will be available to train and update all providers.

December 2006, find out more about Provider Enrollment....